

Helpful Resources for Subjects Not Regulated by the California Public Utilities Commission

<p>-Municipal Utilities</p>	<p>Municipal utilities are not regulated by the CPUC. Contact information for the largest municipal utilities:</p> <p>Sacramento Municipal Utility District at: http://www.smud.org</p> <p>L.A. Department of Power and Water at: http://www.ladwp.com</p> <p>East Bay Municipal Utility District at: http://www.ebmud.com/</p> <p>For other municipal utilities in California, please refer to your bill for contact information.</p>
<p>-Interstate and International Calls</p> <p>-Cable & Satellite Television</p> <p>-Wireless Rates and Cell Tower Citing</p> <p>-Telephone Equipment</p> <p>-Internet Service</p>	<p>Federal Communications Commission at:</p> <p>1-888-CALL-FCC (1-888-225-5322)</p> <p>The FCC encourages online filing of complaints using the form at: http://esupport.fcc.gov/complaints.htm</p> <p>Cable and satellite television may also be subject to local municipal or county regulations. If you cannot resolve your issue with the FCC you may contact the “cable franchising” agency in your city or county government.</p>
<p>-Damage Claims</p> <p>-Directory Advertising</p> <p>-Landlord/Tenant Issues</p> <p>-Rebates & Promotions</p>	<p>These areas are not regulated by the CPUC. If you cannot settle your complaint with the utility, you may seek resolution through civil or small claims court. For claims up to \$7,500, small claims courts often have jurisdiction. Many counties also have small claims advisors who may be able to help with your complaint.</p> <p>More information is available at: http://www.courtinfo.ca.gov/selfhelp/smallclaims/</p>
<p>-Propane</p>	<p>The CPUC does not regulate rates or services of propane providers. For assistance please contact:</p> <p>Western Propane Gas Association 2131 Capitol Avenue, Suite 206 Sacramento, CA 95816 (916) 447-9742 http://www.westernpga.org/</p>

<p>-Collection Agencies</p>	<p>Collection agencies and utility use of collection agencies are not under the jurisdiction of the CPUC. If you believe you were sent to collection erroneously or a victim of unfair conduct by collection agencies the following organizations may be able to assist you:</p> <p>California Department of Consumer Affairs (800) 952-5210 http://www.dca.ca.gov/publications/guide/comptable/cmpltbd.shtml.</p> <p>Federal Trade Commission (877)-382-4357 http://ftc.gov/</p> <p>You may also contact the Better Business Bureau at (703) 276-0100 or http://www.bbb.org/</p>
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